



CITY OF NEWPORT BEACH Board of Library Trustees Agenda

Newport Beach Public Library

Mariners Branch Library, 1300 Irvine Avenue, Newport Beach

September 22, 2014 – 5:00 p.m.

Board of Library Trustees Members:

Robyn Grant, Chair of the Board
John Prichard, Vice-Chair of the Board
Eleanor Palk, Secretary of the Board
Jill Johnson-Tucker
Jerry King

Staff Members:

Tim Hetherton, Library Services Director
Dave Curtis, Library Services Manager
Elaine McMillion, Administrative Support Specialist

1) CALL MEETING TO ORDER

2) ROLL CALL

3) PUBLIC COMMENTS

Public comments are invited on agenda items. Speakers must limit comments to five (5) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda or non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in silent mode.

4) APPROVAL OF MINUTES – Draft August 18, 2014 Minutes

5) CURRENT BUSINESS

All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. The Board of Library Trustees has received detailed staff reports on each of the items. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees, staff or the public request specific items to be discussed and/or removed from the Consent Calendar for separate action.

A. CONSENT CALENDAR

1. **Customer Comments** - Monthly review of evaluations of library services through suggestions and requests received from customers.
2. **Library Activities** - Monthly update of library events, services and statistics.
3. **Expenditure Status Report** - Monthly expenditure status of the Library's operating expenses; services, salaries and benefits by department.
4. **Board of Library Trustees Monitoring List** - List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

B. ITEMS FOR REVIEW AND POSSIBLE ACTION

1. **Mariners Branch Update** – Staff will provide an update on the Mariners Branch.
2. **Childrens'Services Report** – Staff report on the Library's youth services.
3. **Newport Beach Public Library Website & Social Networking Update** – Staff reports on the Library's website and social networking activities.
4. **Okazaki Gift** – Staff update on the placement of the statue donated by the City of Newport Beach's Sister City Okazaki, Japan.
5. **Library Use Policy** – Staff report with recommended updates and attachments.
6. **Circulation Policy Revisions to Section 3 Loan Periods** – Staff report with recommended revisions.
7. **Corona del Mar Branch Project Update** – Staff provides an update on recent activities pertaining to the proposed Library/Fire Station joint facility in Corona del Mar. (Committee liaisons: Vice Chair Prichard, and Trustee King)

C. MONTHLY REPORTS - No written reports created prior to the Board of Library Trustees Meeting

1. **Library Services Director Report** - Report of Library issues regarding services, customers and staff.
2. **Friends of the Library Liaison Report** - Trustee Johnson-Tucker's update of the most recently attended Friends of the Library Board's monthly meeting.
3. **Library Foundation Liaison Report** - Chair Grant's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.
4. **DSLS Liaison Report** - Secretary Palk's update of the most recently attended Distinguished Speakers Lecture Series Committee's monthly meeting.

6) BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

7) PUBLIC COMMENTS ON NON-AGENDA ITEMS

Public comments are invited on non-agenda items generally considered to be within the subject matter jurisdiction of the Board of Library Trustees. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.

8) ADJOURNMENT

This Board of Library Trustees is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Board of Library Trustees and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Board of Library Trustees may limit public comments to a reasonable amount of time, generally three (3) minutes per person.

It is the intention of the City of Newport Beach to comply with the Americans with Disabilities Act ("ADA") in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, the City of Newport Beach will attempt to accommodate you in every reasonable manner. If requested, this agenda will be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Please contact the City Clerk's Office at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 644-3005 or cityclerk@newportbeachca.gov.

CITY OF NEWPORT BEACH

Board of Library Trustees Meeting Minutes August 18, 2014 – 5:00 p.m.

The agenda for the Regular Meeting was posted on August 13, 2014, at 3:10 p.m. on the City Hall Electronic Bulletin Board, at 3:50 p.m. in the Meeting Agenda Binder, located in the entrance of the City Council Chambers at 100 Civic Center Drive, and on August 14, 2014, at 7:30 p.m. on the City's website.

CONVENED AT 5:00 p.m.

1) **CALL MEETING TO ORDER** – Chair Robyn Grant called the meeting to order.

2) **ROLL CALL** – Roll call by Administrative Support Specialist Elaine McMillion

Trustees Present: Chair Robyn Grant, Vice-Chair John Prichard, Secretary Palk, Jerry King

Trustees Absent: Jill Johnson-Tucker

Staff Present: Library Services Director Tim Hetherton, Library Services Manager Dave Curtis, Support Services Coordinator Melissa Kelly, Youth Services & Branch Coordinator Debbie Walker, Adult Services Coordinator Natalie Basmacyan, IT Apps Analyst Avery Maglinti, and Administrative Support Specialist Elaine McMillion

3) **PUBLIC COMMENTS**

Jim Mosher asked if this was the only opportunity to comment on agenda items. Chair Grant stated that it would be the only opportunity.

Mr. Mosher noted the difficulty in commenting on agenda item B.1. *Information Technology Update* in advance of the presentation. He hoped that the presentation would explain why the Library has SPOT WiFi licenses in the Library that require a person to use their Library card to log in. He noted that there is free WIFI access to anyone who walks out of the Library and into the new Civic Green area without requiring them to sign in. However, the moment they step back into the Library and get out of range for the City Hall WIFI, they are required to sign back in. He questioned whether or not the Library would be billed for the increased usage if they didn't require people to sign in, and why the Library requires people to sign in if the City does not. Also, if someone is on a waiting list to use one of the Library's public computers then they are locked out from using WIFI, however not restricted from using it at City Hall where anyone can use that WIFI at any time.

Chair Grant thanked him and noted that his comments would be addressed at the appropriate time on the agenda.

Amy Senk of Corona del Mar Today introduced herself and noted that she had no comments.

4) **APPROVAL OF MINUTES** – July 21, 2014 Meeting Minutes

The revisions as noted in the public comments handout were reviewed and accepted.

Motion made by Trustee King and seconded by Vice Chair Prichard and carried (3-0-1-1) to approve the minutes of Monday, June 16, 2014.

AYES: King, Grant, Prichard
NOES: None
ABSTENTIONS: Palk
ABSENT: Johnson-Tucker

5) CURRENT BUSINESS

A. CONSENT CALENDAR

1. **Customer Comments** – *Monthly review of evaluations of library services through suggestions and requests received from customers.*
2. **Library Activities** – *Monthly update of library events, services, and statistics.*
3. **Expenditure Status Report** – *Monthly expenditure status of the Library's operating expenses, services, salaries, and benefits by department.*
4. **Board of Library Trustees Monitoring List** – *List of agenda items and dates for monthly review of projects by the Board of Library Trustees.*

Motion made by Secretary Palk and seconded by Vice Chair Prichard and carried (4-0-0-1) to approve the Consent Calendar Items as presented.

AYES: Grant, Prichard, Palk, King
NOES: None
ABSTENTIONS: None
ABSENT: Johnson-Tucker

B. ITEMS FOR REVIEW AND POSSIBLE ACTION

1. **Information Technology Update**

Library Services Director Hetherton introduced City IT staff member Avery Maglinti. Avery gave an update of the past year's implementations which began with the set-up of thirty iPads at Central. Ten of these iPads were subsequently moved to the Mariners Branch Library, with ten remaining at Central in Reference and ten in the Children's' area. The RFID system was completed which included the installation of security gates at all of the branches, and helped in streamlining the check-out process at all locations. Two digital signage monitors were put in at Central near the upstairs and downstairs entrances. The Media Lab and Sound Lab equipment was installed and a security camera was added to the Sound Lab with monitoring access from the Reference desk.

The Millennium system was upgraded with the latest software version. Two CASSIE upgrades were made to help monitor the public computer check-outs and time allotments in order to distribute computer usage more evenly. The book scanners at Central were upgraded, with the older scanners being moved to the branches. Deep Freeze, an application which restores computers back to their original configuration in order to refresh the public computers after each use so as not to affect alternate users, was installed. All of the public laptops at Central were replaced. The server room which was previously located at Central was relocated to City Hall for better support. A reservation and payment system was installed for the Literacy luncheon along with a Literacy donation form.

Upcoming projects include replacing all of the public printers. The SPOT system which allows one to use their own laptop and print to the public printers wirelessly will be installed. A PC virtualization study will be completed in order to collect public computer usage statistics to see how to better serve the public and to provide faster internet service. The Central microfilm and microfiche scanners will be upgraded, a mobile application update for the Civic Green Sculpture garden will be completed, and pagers to help to improve the check-out process of laptops and notify customers when a laptop is available are some of the structures being planned for. An online training program is being implemented for the Literacy volunteers so that they may complete some of the Literacy training process from home.

Avery addressed Mr. Mosher's public comments explaining the Library has SPOT licensing to sign in for Wireless access to prevent people from getting into the WIFI after hours, and as a means for City IT to control bandwidth consumption. Customers who use the Library are different than the City Hall customers who are at City Hall using the City's WIFI only while doing business at City Hall. Due to the large number of Library customers using the WIFI for longer periods of time they are required to sign in so that City Hall can distribute access to the resource equitably. IT is here to serve and wants to provide a higher level of service and this is a way to monitor and allocate faster service.

2. Okazaki Gift

A written staff report was provided. Library Services Director Hetherton gave some historical context and noted that the subject statue was created by a stone cutting company in Okazaki, Japan, and is the birthplace of Shogun Ieyasu Tokugawa. The statue is being donated through the City of Newport Beach Sister City Association from sister city Okazaki, Japan. The figure stands approximately five feet, six inches, including the pedestal. The City Arts Commission accepted this gift at their August 14, 2014 meeting and recommended that the Board of Library Trustees also accept it and choose a suitable Library site to place the statue. If the Board of Library Trustees accepts the gift, it would be its decision on where to place the statue on Library grounds.

Discussion continued and included the aesthetics of possible Library placement sites and other potential locations within the City. In the past there have been requests to accept statues with a request to the Board for acceptance and placement at the Library. However, they were not accepted due to size, safety, maintenance, and placement costs. The two friendship statues gifted to the City from Okazaki, Japan were originally located at Central. Subsequently, the smaller of the two was relocated to the Mariners Branch Library. The pre-existing concrete pad (on which the relocated friendship statue had temporarily rested) still remains, and may be a potential site location for this piece if it is accepted. The Board agreed that if accepted, a plaque pedestal which explained the history of this gift, and how it is associated with the bamboo courtyard would be seemly.

The Trustees asked staff to prepare a report for their September Board meeting recommending possible site locations for this piece. This would provide adequate time for acceptance by City Council, and installation prior to the gift ceremony which has been scheduled on Tuesday, October 14, 2014. Members of the City of Newport Beach Sister City Association and Okazaki Sister City are planning on attending this event, and would also need travel preparation time from Okazaki to Newport Beach.

Motion made by Trustee King and Secretary Palk and carried (4-0-0-1) to accept the Okazaki gift of the Shogun Ieyasu Tokugawa statue. Staff will prepare a written report noting potential placement sites for the Board of Library Trustees to review at their September meeting.

AYES: Grant, Prichard, King, Palk
NOES: None
ABSTENTIONS: None

ABSENT: Johnson-Tucker

3. Corona del Mar Branch Project Update

Library Services Director Hetherton gave an overview of the discussions to date for this project received through the meetings he has attended. From the chosen proposals submitted through the City Public Works Department, the general consensus was that none of the submittals addressed the Library's joint-use facility needs, which is to provide a shared wall between the library and fire station. The concern is to not take away anything that the Corona del Mar Branch is currently providing its customers, nor to necessarily decrease the branch's current size which is approximately 3,800 square feet. The determinant would be on what the architects come back with, and would have to be something that includes the Library's and community's visions and enhances what is already being provided. A survey was placed on the Library's website today, will be fine-tuned as responses are received, and will remain on the website until approximately October 3, 2014.

Staff is preparing an *E-mail marketing blast (eBlast)* which will be sent to the Corona del Mar residents for additional feedback. A public forum will be scheduled, and through these efforts hopefully enough information will be received from the community on what they would like to see transpire with this project, while keeping within the budget. Chair Grant informed the Board that a Corona del Mar Community Association meeting will be held at the OASIS Senior Center this Thursday morning at 7:45am. All Trustees were encouraged to attend. Discussion continued and a request was made to include the Corona del Mar Branch Project Update as an ongoing report on the agendas under *Items for Review and Possible Action*, instead of listing it as a *Monthly Report*.

C. MONTHLY REPORTS

1. Library Services Director Report

Tim reported that the Summer Reading Program (SRP) and the Adult SRP were well received and attended. Now that the Central Library expansion is completed, Tim praised staff and noted that he is very proud of their efforts in addressing issues that have arisen such as poor lighting on the second floor, the Media Center and Sound Lab security, and being prompt solving plumbing issues. The Public Address system at Central Library has been repaired and will help to improve closing procedures. A big push is being made on the Popular Library reconfiguration. A service model is being planned for which includes a Media Center marketing campaign to help direct customers and increase usage in that area. Trustee King asked about using demographic statistics to help create a user profile which may be a great tool for marketing. Tim explained that the current system allows some reporting configurations, and that a future Wish List item would be to request software to help with this type of reporting.

2. Friends of the Library Liaison Report

Trustee Johnson-Tucker was absent.

3. Library Foundation Liaison Report

Chair Grant reported that the last meeting was informative and that she expressed to the Foundation Board that the Board of Library Trustees would like to support their events. She distributed a Foundation Calendar of Events for Fiscal Year 2014/2015. She noted that it would be helpful if staff would provide an aggregate list such as this one for the Library's events.

4. DSLS Liaison Report

Secretary Palk reported that the most recent committee meeting was held on August 7. The upcoming 2015 DSLS lectures are listed on the Foundation calendar of events handout that was distributed at this meeting. The committee discussed creating the reception themes to tie in with the speaker's topic. The next meeting is scheduled on September 4, 2014.

5. CdM Branch and Fire Department Planning Committee Liaison Report

See previous discussion.

6) BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

Please see agenda item B.3. *Corona del Mar Branch Project Update*.

Trustee King noted that he was impressed with the letter that the Literacy staff received. The letter was addressed to a Literacy tutor and was from Supreme Court Justice Sonia Sotomayor complimenting the Literacy program and the inspirational learner letters she received. Support Services Coordinator Melissa Kelly noted the letters referred to in Justice Sotomayor's letter are from learners and those letters will be included in a booklet that will be distributed at the International Literacy Day celebration.

7) PUBLIC COMMENTS ON NON-AGENDA ITEMS

Jim Mosher thanked staff for providing copies of the Newport Beach Independent on the give-away shelves. The next meeting held at Mariners would provide an opportunity for review of the laptop and desk top computer configuration, and the desk top computer usage at the Mariners Branch which is very popular due to the configuration with an average wait time of ten minutes the Central Library. He noted that this is different than Central Library's public computers usage. He noted that if the Corona del Mar Branch Project Update is listed under Monthly Reports it would limit input or possible action if needed and may be best served under Items for Review and Possible Action where discussion and action could be made. In response, Chair Grant noted that moving this report to B. *Items for Review and Possible Action* portion of the agenda would be fine.

Chair Grant and Secretary Palk will not be in attendance at the September 15, 2014 meeting. Vice Chair Prichard and Trustee King will be in attendance. Trustee Johnson-Tucker's attendance at this meeting will need to be confirmed ahead of time in order to determine a quorum.

8) ADJOURNMENT – 6:15 p.m.

Submitted by: _____
Approval of Minutes

NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
AUGUST 2014

<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p>1 8/2/2014 Comment Form - Card Natalie Basmaciyan. Adult Services Coordinator 8/7/2014</p>	<p>Would it be possible to have a section of audio books for "new releases"?</p>	<p>Natalie Basmaciyan responded via email as follows: Thank you for taking the time to complete a customer comment card regarding the Book on CD collection. The library staff has explored the option of designating a "New Release" section of Books on CD. Due to the holds list on new titles, however, there are few to no new titles in stock at any given time to display as a section. The price of Books on CD are more prohibitive than on new-release books for the Library to obtain copies to offset the holds list and maintain a section of New Releases. Thank you for using the Newport Beach Public Library, and please let us know if we may be of further assistance with any other inquiries.</p>
<p>2 8/8/2014 Comment Form - Email Tim Hetherton Library Services Director 8/11/2014</p>	<p>Hello: When I drop off borrowed materials to the Central Library, I now need to drive all the way through the parking lot! This creates congestion and can be hazardous with all the pedestrians darting out from between cars. Can't you re-locate the drop box back to its previous location on Avocado Avenue?! Believe me, it won't mar the appearance of the City Hall. Also: it would be so convenient to have a US Postal Mail box in front of the Central Library. I am aware that you would need to make a request to the Postmaster General, but that's got to be easy to do. With the high volume of people you have there every day, it would be so convenient for so many. Thank you very much!</p>	<p>Tim Hetherton responded via email as follows: Thanks for your suggestion. The high volume of automobile traffic coupled with the bike lane on Avocado necessitated the relocation of the book return due to safety concerns. I apologize for the inconvenience the relocation is causing and I appreciate that you are cognizant of pedestrian safety in the Library parking lot. I think a US Mail Box at the Central Library would be a very useful amenity. I will explore this possibility and get back to you.</p>
<p>3 8/14/2014 Comment Form - Email Tim Hetherton Library Services Director 8/14/2014</p>	<p>I wanted to send a quick note of appreciation of your library staff and all their help at the media lab. They've been so helpful each time I needed assistance with the wonderful tools and programs you have at the media center or simply scheduling me in if I have issues doing it online myself. Andy and Steven are a few names that come to mind, but they're all great! Also, thank you for recently expanding the available hours to match the library's full hours. I hope you will be able to keep that luxury as an ongoing benefit to us patrons. I will continue to take full advantage of it as an aspiring filmmaker. Again, a big compliment to your friendly and helpful staff.</p>	<p>Tim Hetherton responded via email as follows: Thanks very much. It is nice to hear such great things about our staff. I will certainly pass your comments along to them. I am also pleased that you are taking advantage of our expanded hours in the Media Lab. It was important for us to accommodate our customers and make the Media Lab available when people have the opportunity to use it. Again, thanks for your kind comments and positive feedback.</p>
<p>4 8/16/2014 Comment Form - Email Natalie Basmaciyan. Adult Services Coordinator 8/18/2014</p>	<p>I have always been able to renew a book at least once unless it was a new release. I tried to renew Outlander which is an old book, but the system says I cannot renew it. I have never renewed it. Why can't I do this? I am not done with the book and want to renew it one time. Thank you!</p>	<p>Natalie Basmaciyan responded via email as follows: Thank you for contacting the library regarding the book Outlander by Diana Gabaldon. Although the book is old, as you mentioned, it has been developed into a television series which is airing on the Starz network. As a result, the book now has a hold list as the television exposure generated interest among other customers. I apologize for the inconvenience and frustration when you attempted to renew the book. Please let me know if I may be of further assistance.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p><u>5</u> <u>8/18/2014</u> <u>Comment Form - Card</u> <u>Heather Hart</u> <u>Branch Librarian</u> <u>8/18/2014</u></p>	<p>For me right now the children's section. I'm a stay at home grandma and my 3 year old granddaughter loves going to the library. Miss Annika's a story times are the best. My granddaughter is now in pre-school so we will miss seeing Annika. She even got me a stack of books one time about being a big sister as we are expecting another grandchild. Gold Stars for her.</p>	<p><u>Heather Hart responded via email as follows:</u> This email is in response to the comment form filled out at the Mariners Branch Library. Thank you for the lovely words about our children's area and about Annika. She is an exemplary employee and it is nice to hear that you and your granddaughter enjoyed her storytime. She puts a lot of effort into selecting stories, music, and activities that are both entertaining and educational. We wish your granddaughter luck in her preschool adventures and hope you will continue to visit us at the Mariners Branch. Thanks again for your kind words.</p>
<p><u>6</u> <u>8/20/2014</u> <u>Comment Form - Card</u> <u>Dave Curtis</u> <u>Library Services Manager</u> <u>8/20/2014</u></p>	<p>Miss the return racks of movies to choose from.</p>	<p><u>Dave Curtis responded via email as follows:</u> Thank you so much for the feedback regarding the DVD re-shelving carts. I understand that you like to make some of your choices from the carts of freshly returned items. You may still see the cart out there now and again as we try to get caught up with a little backlog of returns. I will share with you that our real preference is to have returned items back in their proper spot on the shelves as soon as possible so that patrons can find specific items they are searching for in the appropriate shelf location. Thank you again for sharing how you like to browse and discover titles. I hope that you find great selections with each and every visit.</p>
<p><u>7</u> <u>8/25/2014</u> <u>Comment Form - Card</u> <u>Dave Curtis</u> <u>Library Services Manager</u> <u>8/27/2014</u></p>	<p>Natalie is a great part of the Newport Library and brings inspiration to us all (me, my family, friends and others that I meet on a daily basis). More comfortable chairs, cushions on the chairs. Back pain is a big issue with me so I need more comfort.</p>	<p><u>Dave Curtis responded via email as follows:</u> Thank you for your kind words complimenting Natalie. She is an extremely valuable employee and I'm glad you are getting great service. I also appreciate your comments about the seating not being as comfortable as one might like. When we get the opportunity to buy chairs, there are a number of considerations to take into account. One of those is durability as the chairs in the library must be very rugged to hold up to a wide variety of users, all day, every day. Comfort may suffer through weighing of all considerations, but we try to make the best choices. I know some of the seating is not all that great, and I am hoping to get an opportunity to replace some seating in the computing area in the near future. Thanks again for the input.</p>
<p><u>8</u> <u>8/30/2014</u> <u>Comment Form - Email</u> <u>Heather Hart</u> <u>9/2/2014</u> <u>Branch Librarian</u></p>	<p>I always get great service at your Mariners Branch, and I'm so thankful for the staff's efforts to handle holds accurately and quickly. This time, though, Annika and Anne went over the top, searching high and low for a book only to find it in the Children's Department, which I would have never guessed. Thanks again for great service -- Librarians, Circulation Staff, and new Check-Out Scanners are all terrific!</p>	<p><u>Heather Hart responded via email as follows:</u> Thank you for the kind words about your experience at the Mariners Branch library. Annika and Anne are both fantastic employees and it is nice to hear that they went the extra mile to help find your items. I'll be sure to pass on the compliment. It is also nice to hear that you are using our new equipment and the help of other staff. Thanks again!</p>

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – September 22, 2014 Board of Library Trustees Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

"All you need in life is truth and beauty and you can find both at the Public Library."

-Studs Terkel

Most notable during the month of August: I made a presentation on the CDM Branch Library/Fire Station joint-use facility to the Corona Del Mar Resident's Association on the 21st. I expressed the Library's desire to gather input from residents about the project in order to create harmony between the service model and the physical structure. The Association expressed that the small and intimate space makes it a unique and very different experience from the Central Library. Some interesting ideas were suggested. One of these was to integrate "views" of the Fire Station from the branch so the public could get a glimpse of the inner workings of a Fire Station. Another person suggested that the branch feature a mural that will draw attention to the City's CERT program in order to encourage the participation of village residents. Another interesting suggestion was that the new branch should retain the mid-century look and feel of the original building and that of many of the existing buildings in the village.

On the evening of the 21st, I attended a reception for Newport Beach Public Library Foundation donors. It was a nice opportunity to thank them for their support and to share with them all the great things the Library is accomplishing.

Did you know that you can learn animation techniques in the Media Lab, and that the Library provides the software for your projects? That's right we have animation software:

- Anime Studio Pro
- Manga Studio
- Blender
- Maya
- Adobe Illustrator
- Adobe Flash

The following courses are available from Lynda.com, freely accessible in the Media Lab:

- Blender UV Mapping
- Product Shots in Blender
- Blender 2.6 Essential Training
- Cloth Simulation in Blender
- Rigging a Winged Animal in Maya

- Rigging a Quadraped in Maya
- Rendering Exteriors in Maya
- Maya 2015 Essential Training
- Introducing Photoshop: 3D
- Fundamentals of Character Animation: Locomotion

DAVE CURTIS, LIBRARY SERVICES MANAGER

Branch Coordinator Debbie Walker and Library Services Manager Dave Curtis met with furniture and carpet vendors to narrow options on the Popular Library redesign project. The large desk in the Popular Library has been removed as we prepare for a new look and feel. Circulation staff has also started training on how to provide the best service in the Popular Library as we move toward increasing our ability to staff that service point more regularly.

In August, the Library was able to:

- get the public address system fixed at the Central Library
- get the parking lot at Central re-surfaced on the 15th
- coordinate a fix to the lights turning off in the Media lab
- get a window installed in the Sound Lab door
- add a security camera in the Sound Lab

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Nothing new to report.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

August was a very quiet month for all locations. Summer Reading Program wound down, officially ending on Friday, August 8. All locations had a final program presented by Pacific Animal Productions. These programs are always popular. Mariners also hosted a Volunteer Pizza party on August 12th to thank the teens who had helped out over the summer.

Youth Services

Central Library also hosted a volunteer pizza party on the 12th. Attendees were able to play video games, eat and just chat during their event. All locations took the annual end of SRP storytime break and came back in full force on Monday, August 25th. Joanna finally began reporting every day at Central instead of dividing her time with Mariners and took over the Books & Babies storytime done most recently by Bernadette. Bernadette has taken over Preschool storytime.

Teen Services

Joanna continued to contact current and new YAAC members to invite them to the first meeting of the school year to be held on Tuesday, September 9. It was also decided that Allen Kesinger (currently Adult Services Librarian) will be available to assist Joanna at the meetings and with upcoming teen events.

NATALIE BASMACIYAN, ADULT SERVICES COORDINATOR

Popular Library Service Model

In order to better serve customers at all the service points at Central, Circulation staff have been receiving training on fielding directional questions at the new Popular Library information podium. The Admin team and the Library Assistants will provide additional support and hands-on training in September to ensure consistent, proactive, and timely customer service.

Passport Services

A representative from the Department of State Office of Acceptance Facility Oversight (AFO) conducted a thorough, detailed audit of the Passport Services department. Acceptance Agents Natalie Basmacyan and Julie Duncan participated in the audit. Overall, the summary stated NBPL's Passport Services has a knowledgeable staff, provides the general public with excellent customer service, and maintains an organized atmosphere.

Newport Beach Independent

All locations now receive a copy of the *Newport Beach Independent* newspaper to shelve with the rest of the newspapers.

San Diego Area Get Involved Regional Conference

Librarian and Volunteer Coordinator Jana Colver attended the San Diego Area Get Involved Regional Conference. Topics included training, managing, and acknowledging volunteers.

Book Club in a Bag Program

Librarian Jana Colver, who oversees the Book Club in a Bag program, is adding new titles to the collection, deselecting some titles, and updating the marketing materials.

Media Lab

The Sound Lab door now features a window, while still maintaining the integrity of the soundproofing. Security cameras have been installed in the Media Lab.

Database	Aug-14	Aug-13	Aug-12	YTD 14/15	YTD 13/14	YTD 12/13
Tracked by #searches						
Ancestry	1116	678	999	2131	8014	17966
			7	0	0	58
BioResCtr*	58	27	25	80	536	1646
FoF Ancient Hist	3	9	17	38	185	619
GDL	20	9	13	41	193	264
GVRL	34	36	33	75	631	1807
HeritageQuest	481	1105	169	1322	6936	4735
Kids InfoBits	6	7	8	12	191	326
LitResCtr	30	19	18	90	981	9620
Opposing Vpts*	23	31	10	74	1109	3035
Nat Geo	10	13	10	31	158	399
Nat Geo Kids	4			4	70	27
NoveList	162	185	235	381	1379	2722
NoveList K-8	20	26	20	90	303	544
ProQuest	2692	2855	2742	5236	24797	51336
Ref USA Bus.	2998	2937	4131	5259	22495	59879
Ref USA Res.*	150	165	240	372	880	2587
Tumblebooks	365	925	485	858	9599	10584
World Book Online	6	25	35	14	966	1156
Tracked by #sessions						
Cypress Resume	25	12	22	34	111	226
LiveHomework	4	33	59	17	224	785
Testing & EdRefCtr	34	76	61	93	473	446
Universal Class	47	84	31	139	582	1055
Tracked by #page views						
CultureGrams	89	85	69	124	1323	5973
Morningstar	6000	5706	3235	11150	35500	100148
NetAdvantage	7445	2384	1124	13307	10325	30584
RealQuest	83	4223	742	214	5224	13127
Rocket Languages	45	129	77	214	530	514
Value Line	9053	18565	14465	17804	180578	224744

Proquest Articles Retrieved

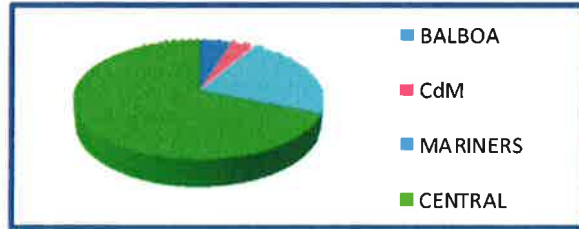
	July	Aug	AVG.
Business Databases	299	1151	725
Newspapers--Current	995	1535	1265
Newspapers--Historical	3831	2824	3328
Magazines	43	56	50

NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2014

CUSTOMERS SERVED IN THE LIBRARY

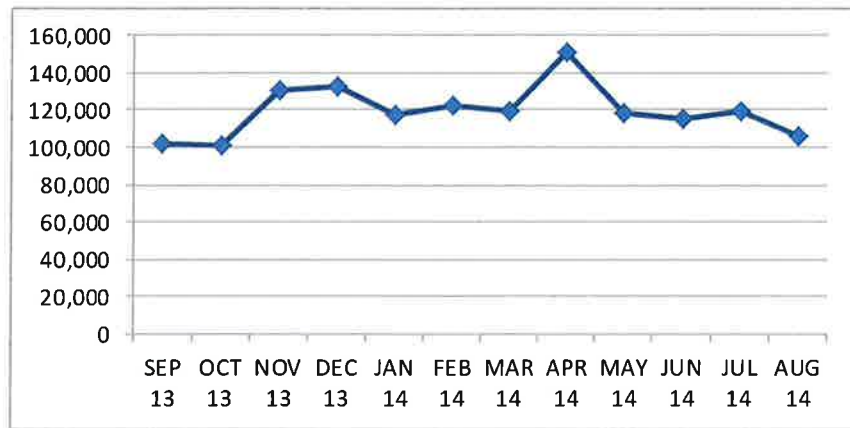
CURRENT

	Aug-14	YTD 14/15	YTD 13/14
BALBOA	5,245	11,627	12,527
CdM	3,612	7,862	9,139
MARINERS	24,171	50,097	46,802
CENTRAL	72,830	155,341	121,536
TOTAL	105,858	224,927	190,004



12 Month Comparison

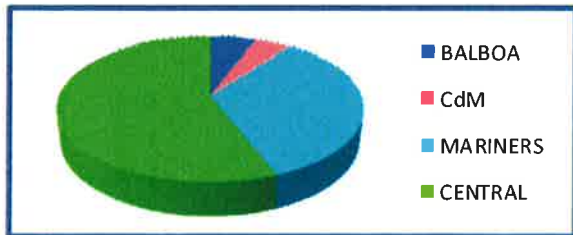
SEP 13	101,712
OCT 13	101,072
NOV 13	130,163
DEC 13	132,801
JAN 14	117,652
FEB 14	121,995
MAR 14	119,245
APR 14	151,515
MAY 14	118,276
JUN 14	115,406
JUL 14	119,069
AUG 14	105,858
TOTAL	1,434,764



REFERENCE

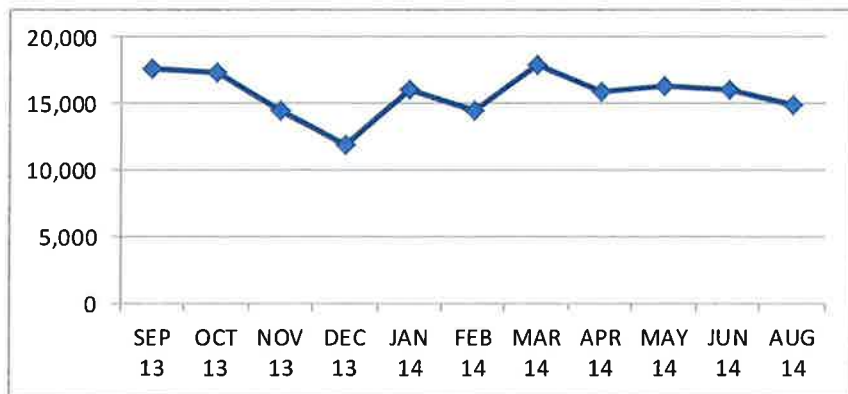
CURRENT

	Aug-14	YTD 14/15	YTD 13/14
BALBOA	855	1,783	1,511
CdM	698	1,479	1,695
MARINERS	5,009	10,450	10,862
CENTRAL	8,343	16,764	18,630
TOTAL	14,905	30,476	32,698



12 Month Comparison

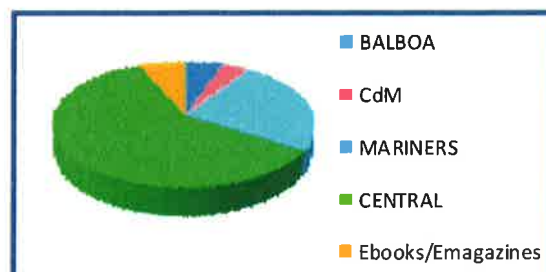
SEP 13	17,626
OCT 13	17,281
NOV 13	14,416
DEC 13	11,912
JAN 14	15,975
FEB 14	14,424
MAR 14	17,862
APR 14	15,850
MAY 14	16,290
JUN 14	16,087
AUG 14	14,905
TOTAL	172,628



NEWPORT BEACH PUBLIC LIBRARY - AUGUST 2014

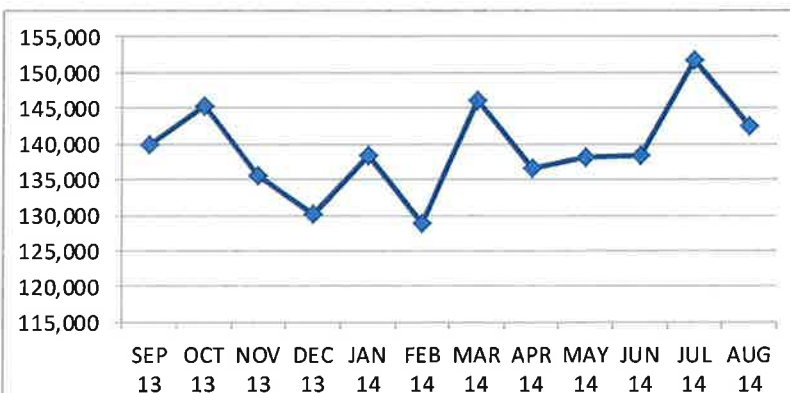
CIRCULATION CURRENT

	Aug-14	YTD 14/15	YTD 13/14
BALBOA	7,832	16,467	19,551
CdM	5,406	11,739	13,199
MARINERS	35,348	72,868	74,809
CENTRAL	84,557	175,282	191,956
Ebooks/Emagazines	9,275	17,801	91,605
TOTAL	142,418	294,157	391,120



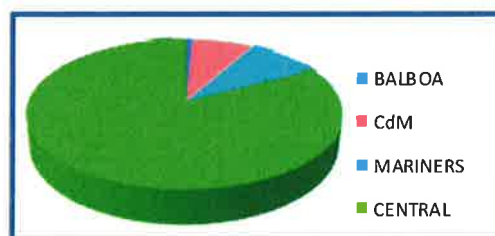
12 Month Comparison

SEP 13	139,999
OCT 13	145,190
NOV 13	135,605
DEC 13	130,145
JAN 14	138,311
FEB 14	128,733
MAR 14	146,050
APR 14	136,617
MAY 14	138,226
JUN 14	138,412
JUL 14	151,739
AUG 14	142,418
TOTAL	1,529,027



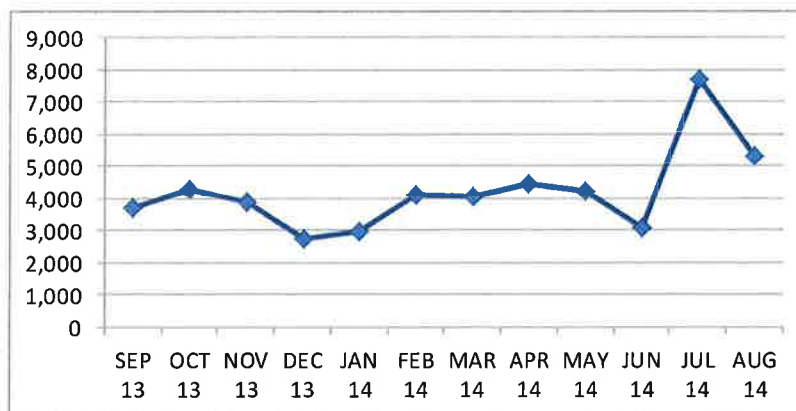
PROGRAM ATTENDANCE CURRENT

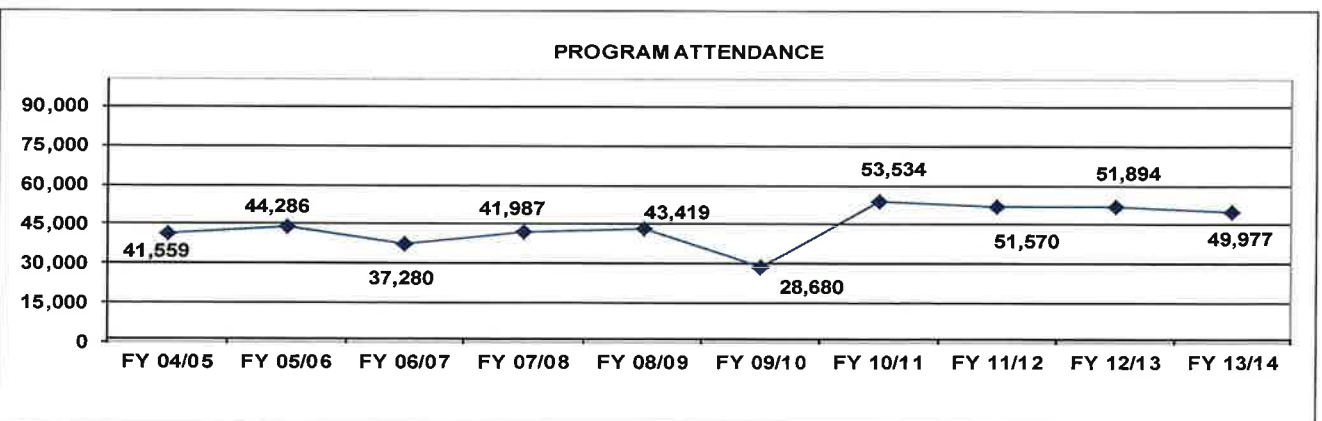
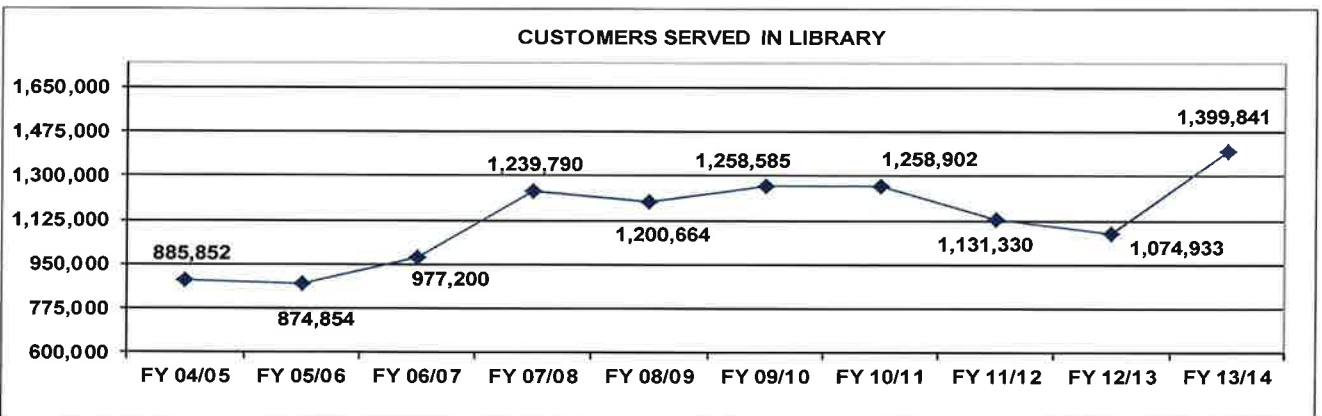
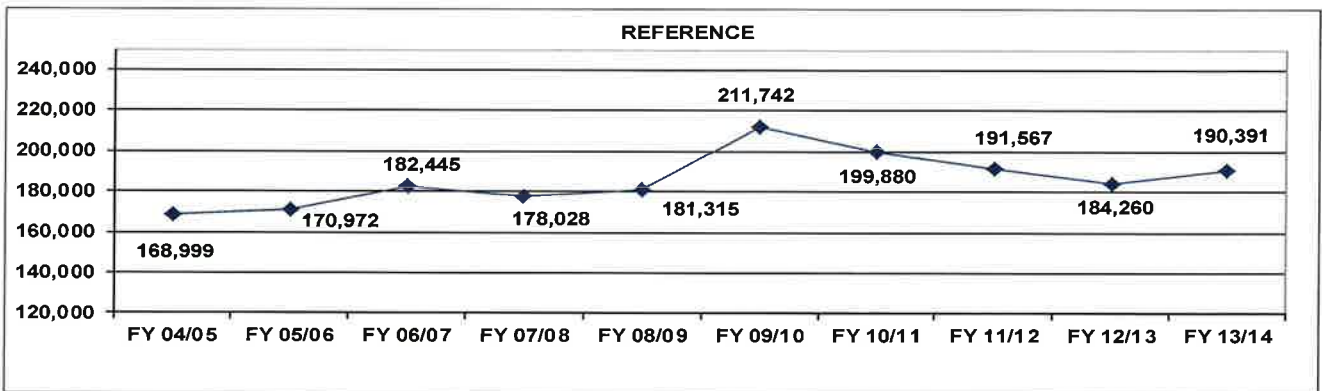
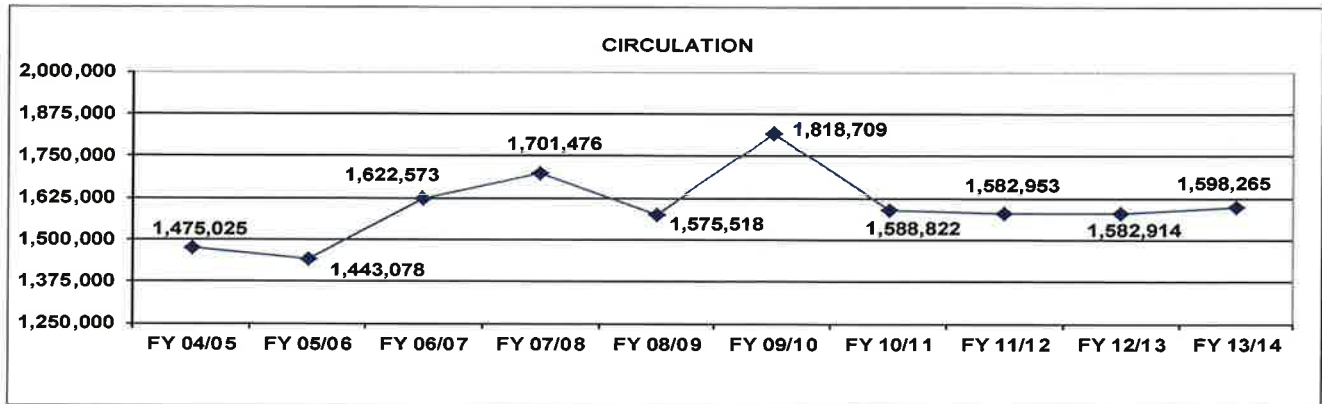
	Aug-14	YTD 14/15	YTD 13/14
BALBOA	41	216	701
CdM	398	1,157	1,313
MARINERS	483	1,507	1,607
CENTRAL	4,404	10,152	8,874
TOTAL	5,326	13,032	12,495



12 Month Comparison

SEP 13	3,726
OCT 13	4,280
NOV 13	3,894
DEC 13	2,729
JAN 14	2,973
FEB 14	4,107
MAR 14	4,056
APR 14	4,458
MAY 14	4,201
JUN 14	3,058
JUL 14	7,706
AUG 14	5,326
TOTAL	45,188





SUNGARD PENTAMATION
DATE: 09/16/2014
TIME: 15:47:34

CITY OF NEWPORT BEACH
EXPENDITURE STATUS REPORT

PAGE NUMBER: 1
EXPSTALL

SELECTION CRITERIA: orgn.orgn2='4000' and expledgr.key_orgn between '4010' and '4060'
ACCOUNTING PERIOD: 2/15

SORTED BY: DEPARTMENT,1ST SUBTOTAL,ACCOUNT
TOTALLED ON: DEPARTMENT,1ST SUBTOTAL
PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES
1ST SUBTOTAL-700 SALARIES & BENEFITS

ACCOUNT	TITLE	BUDGET	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
7000	SALARIES - MISC	2,602,514.40	194,179.17	.00	485,407.18	2,117,107.22	18.65
7020	SALARIES - PART TIME	306,484.67	37,396.02	.00	100,679.77	205,804.90	32.85
7030	SALARIES - SEASONAL	531,289.19	17,553.44	.00	45,623.99	485,665.20	8.59
7040	OVERTIME, MISC & 1/2 TIM	1,883.00	140.33	.00	595.07	1,287.93	31.60
7062	NIGHT DIFF, MISC	10,262.52	782.75	.00	1,928.50	8,334.02	18.79
7110	CAR ALLOWANCE	4,800.00	369.24	.00	923.10	3,876.90	19.23
7114	CELL PHONE STIPEND EXP	3,000.40	230.80	.00	577.00	2,423.40	19.23
7210	HEALTH/DENTAL/VISION FT	719,169.08	50,999.83	.00	125,274.97	593,894.11	17.42
7211	HEALTH/DENTAL/VISION PT	.00	3,491.15	.00	9,688.68	-9,688.68	.00
7223	ANNUAL OPEB COST	133,135.11	11,094.60	.00	22,189.20	110,945.91	16.67
7227	RHS \$2.50 CONTRIB	28,499.90	2,007.68	.00	5,060.74	23,439.16	17.76
7290	LIFE INSURANCE	3,881.36	307.10	.00	614.20	3,267.16	15.82
7295	EMP ASSISTANCE PROGRAM	874.46	70.92	.00	141.84	732.62	16.22
7370	WORKERS' COMP, MISC	69,174.00	5,764.50	.00	11,529.00	57,645.00	16.67
7373	COMPENSATED ABSENCES	91,088.00	7,590.67	.00	15,181.34	75,906.66	16.67
7425	MEDICARE FRINGS	50,060.29	3,914.26	.00	9,898.25	40,162.04	19.77
7439	PERS MISC EE CNTRBN	226,909.33	4,845.63	.00	12,344.38	214,564.95	5.44
7440	PERS MISC ER CNTRBN	265,876.91	34,320.11	.00	85,838.79	180,038.12	32.29
7445	MISC RETIRE CONTRIB	-314,869.23	.00	.00	.00	-314,869.23	.00
7446	UNFUNDED LIABILITY-MISC	320,691.74	.00	.00	.00	320,691.74	.00
7460	RETIREMENT PART TIME/TEM	19,923.34	1,445.54	.00	3,699.91	16,223.43	18.57
	TOTAL SALARIES & BENEFITS	5,074,648.47	376,503.74	.00	937,195.91	4,137,452.56	18.47
1ST SUBTOTAL-800 OPERATING EXPENSES							
8010	ADVERT & PUB RELATIONS	6,000.00	4,466.96	4,466.96	4,466.96	-2,933.92	148.90
8012	PROGRAMMING	6,500.00	14.29	.00	236.73	6,263.27	3.64
8020	AUTOMOTIVE SERVICE	6,000.00	.00	.00	230.27	5,769.73	3.84
8022	EQUIP MAINT ISF	7,725.19	643.77	.00	1,287.54	6,437.65	16.67
8024	VEHICLE REPLACE ISF	5,492.40	457.70	.00	915.40	4,577.00	16.67
8030	MAINT & REPAIR - EQUIP	12,700.00	110.00	.00	450.00	12,250.00	3.54
8031	MAINTENANCE - COPIERS	4,000.00	.00	.00	.00	4,000.00	.00
8033	PRINTER MAINT/SUPPLIES	4,000.00	.00	.00	.00	4,000.00	.00
8040	MAINT & REPAIR - BUILDIN	108,900.00	16,119.45	2,423.32	22,922.24	83,554.44	23.27
8050	POSTGE,FREIGHT,EXPRESS NO	12,000.00	.00	.00	.00	12,000.00	.00
8060	PUBLICATIONS & DUES NOC	7,500.00	.00	.00	299.00	7,201.00	3.99
8070	RENTAL/PROP & EQUIP NOC	400.00	34.90	.00	43.90	356.10	10.98
8080	SERVICES-PROF & TECH NO	3,000.00	450.00	.00	450.00	2,550.00	15.00
8081	SERVICES - JANITORIAL	113,500.00	7,871.85	.00	7,871.85	105,628.15	6.94
8086	SERVICES-OTHER PRINT VEND	2,000.00	.00	.00	.00	2,000.00	.00
8089	SVCS-CITY PRINT CONTRACT	1,488.00	180.90	.00	180.90	1,307.10	12.16
8100	TRAVEL & MEETINGS NOC	7,625.00	65.02	.00	65.02	7,559.98	.85
8105	TRAINING	7,500.00	.00	.00	.00	7,500.00	.00
8112	UTILITIES - TELEPHONE	5,425.00	486.05	.00	662.29	4,762.71	12.21
8114	UTILITIES - NATURAL GAS	12,850.00	1,205.62	.00	1,216.31	11,633.69	9.47
8116	UTILITIES - ELECTRICITY	208,900.00	32,584.64	.00	32,584.64	176,315.36	15.60
8118	UTILITIES - WATER	20,500.00	2,300.48	.00	3,710.84	16,789.16	18.10

SUNGARD PENTAMATION
DATE: 09/16/2014
TIME: 15:47:34

CITY OF NEWPORT BEACH
EXPENDITURE STATUS REPORT

PAGE NUMBER: 2
EXPSTALL

SELECTION CRITERIA: orgn.orgn2='4000' and expledgr.key_orgn between '4010' and '4060'
ACCOUNTING PERIOD: 2/15

SORTED BY: DEPARTMENT,1ST SUBTOTAL,ACCOUNT
TOTALLED ON: DEPARTMENT,1ST SUBTOTAL
PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES
1ST SUBTOTAL-800 OPERATING EXPENSES

ACCOUNT	- - - - TITLE - - - -	BUDGET	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
8140	SUPPLIES- OFFICE NOC	24,300.00	409.49	.00	2,342.75	21,957.25	9.64
8143	OFFICE SUPPLIES-CHILD PR	2,650.00	.00	.00	21.49	2,628.51	.81
8144	SUPPLIES- COPY MACHINE	13,220.00	.00	.00	494.55	12,725.45	3.74
8150	SUPPLIES- JANITORIAL NOC	27,050.00	2,460.77	.00	4,028.88	23,021.12	14.89
8160	MAINT & REPAIR NOC	7,000.00	.00	.00	.00	7,000.00	.00
8200	SPECIAL DEPT SUPPLIES NO	15,500.00	367.21	.00	1,565.29	13,934.71	10.10
8204	UNIFORM EXPENSE	200.00	6.16	132.40	9.24	58.36	70.82
8260	LIBRARY MATERIALS	619,764.02	22,154.72	24.02	239,250.95	380,489.05	38.61
8311	HARDWARE-MONITOR/PRINTER	3,500.00	.00	.00	.00	3,500.00	.00
8318	IT ISF OPERATING CHARGE	359,615.48	29,967.96	.00	59,935.92	299,679.56	16.67
8319	IT ISF STRATEGIC CHARGE	132,630.28	11,052.52	.00	22,105.94	110,525.24	16.67
8340	GENERAL INSURANCE	103,335.00	8,611.25	.00	17,222.50	86,112.50	16.67
8716	SPECIAL EVENT LIABILITY	3,500.00	.00	.00	.00	3,500.00	.00
	TOTAL OPERATING EXPENSES	1,876,270.37	142,021.71	7,046.70	424,570.50	1,444,653.17	23.00
1ST SUBTOTAL-900 CAPITAL OUTLAY							
9000	OFFICE EQUIPMENT	2,000.00	.00	.00	.00	2,000.00	.00
	TOTAL CAPITAL OUTLAY	2,000.00	.00	.00	.00	2,000.00	.00
	TOTAL LIBRARY SERVICES	6,952,918.84	518,525.45	7,046.70	1,361,766.41	5,584,105.73	19.69
	TOTAL REPORT						
		6,952,918.84	518,525.45	7,046.70	1,361,766.41	5,584,105.73	19.69

BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previously Scheduled Agenda Date	AGENDA ITEM	Suggested Scheduled Agenda Date
Ongoing	Review / Possible Revisions to the City Council Policies for the Library (ongoing)	
Oct 07, 2013	Review of Library Expansion Donor Wall Naming / NBPL Foundation	
Oct 07, 2013	Literacy Program Update	
Nov 04, 2013	Library Material Selection	
Nov 04, 2013	Arts & Cultural Update	
Dec 02, 2013	Media Suite Update	
Jan 6, 2014	Critical Review of Online Database Resources & Services / Database Usage Report	
Feb 3, 2014	Annual Budget Update	
Feb 3, 2014	Downloadable Services	
Mar 3, 2014	Branch Update - Balboa	
Apr 7, 2014	Marketing Update	
May 19, 2014	Adult Services Update	
Jun 16, 2014	Branch Update - Corona del Mar	
Aug 18, 2014	Information Technology Update	
	Branch Update - Mariners	Sep 22, 2014
	Children Services Update	Sep 22, 2014
Aug 5, 2013	Newport Beach Public Library Website & Social Networking Update	Sep 22, 2014
	Review of Library Capital Improvements and/or Capital Outlay Needs	Oct 20, 2014
Oct 7, 2013	Literacy Program Update	Nov 17, 2014
Aug 5, 2013	Review FY 2014/2015 Holidays / Meeting Schedule	Dec 15, 2014
Jul 21, 2014	Election of Board of Library Trustees Officers/Trustee Liaisons	Jul 20, 2015
Jul 21, 2014	Statistical Comparison Report of Peer Libraries/Meeting Spaces (Previous report up to 2012)	Jul 20, 2015
Jul 21, 2014	Proposed Library Closures for Winter Holidays 2015	Jul 20, 2015

Revised 9-15-2014

TO: Board of Library Trustees

FROM: Library Services Department
Debbie Walker, Youth Services & Branch Coordinator
949-717-3829, dwalker@newportbeachca.gov

PREPARED BY: Debbie Walker, Library Services Manager
Heather Hart, Mariners Branch Librarian

TITLE: Children's Services

Although programming is a very significant component of Children's Services, there are many other aspects of the department that work to assure that our customers are getting the best customer service possible and having their cultural and informational needs met. It can't be over-emphasized that except for Making Memories, all funding for programming is provided by the Friends of the Library. Below I have briefly outlined the main components of our programming and services.

Storytimes

The main staple of Children's programming are storytimes. Throughout the year some 644 storytimes are planned and presented by the Children's services staff. This includes the smallest customers for Books & Babies up through Preschool and just about any age for Pajama and Family Storytimes at Central. For those children who really want to get their wiggles out and make music and noise, there is the very popular Songs & Stories program at CDM. Mariners also offers a variation of this program on Saturdays. The expanded space here at Central has made presenting to large groups much easier so we are working on our own version of Songs & Stories to begin after the first of the year.

General Programming

Thanks to the ongoing generosity of the Friends of the Library, all branches are able to hire paid performers throughout the year. This ranges from animal programs and magicians to the Silly Science Guy who makes science and learning fun and entertaining. General programming also includes specially, themed programs planned and created by staff. Themed programs that have already happened this year include Rainbow Magic Fairies, paper airplanes and the Wild West. Programs in the near future include "Talk Like a Pirate Day" (at Balboa of course) and "Frozen" with special guest princesses. Mariners offers drop-in Lego building programs which have continued to be popular for the last few years. Central offers a drop-in craft program on the first Saturday of every month. Throughout the year, all locations create themed craft events to reflect holidays and children's literature.

National Library Week

As reported by the ALA website, "National Library Week is a national observance sponsored by the American Library Association (ALA) and libraries across the country each April. It is a time to celebrate the contributions of our nation's libraries and librarians and to promote library use and support." This year NLW was celebrated from April 13 – 19 and the theme was "Lives Change @ Your Library." CDM Branch offered a juggling and magic show by an accomplished entertainer, Mariners hosted a "Princess

Party" and at Central our librarians worked with Erin McCoy, the horticulturist at Sherman Gardens to present a special garden and planting program. During NLW, storytimes followed their regular schedule but with an added element...City Officials, Library Board Members and key City staff were invited to attend and present a storytime at the branch of their choice. This year Dave Kiff and Nancy Gardner presented storytimes at CDM while Council-members Tony Petros and Ed Selich appeared at Central. Library Board members Robyn Grant and Eleanor Palk graciously accepted invitations to appear at Central (Ellie even wore a pair of wings!)

Making Memories

As Youth Services Coordinator, I serve on the NBPL Foundation committee that sponsors and funds the Making Memories series of programs. "Making Memories" is a combination of free events and classes (cooking and photography for instance) that offer limited enrollment and charge an entry fee for each child. Alex Uhl the owner of Whale of a Tale Children's Bookshoppe, working with publishers and author's representatives, is able to confirm many well-known Children's authors and illustrators for no charge. The only concession is that their books may be sold by Alex. We have had several well-known guests including Jon Klassen (2013 Caldecott Award winner), John Flanagan (Ranger's Apprentice series), Judy McDonald (Judy Moody and Stink series), David Shannon (the "David" books and "A Bad Case of Stripes" among others), and Robin Preiss Glasser (illustrator of the popular Fancy Nancy books) just to name a few. *Bunnies and Books* was a collaborative program held on the first Saturday in May to commemorate the opening of the Civic Center and Library expansion. This highly successful event was attended by over 300 children and adults and included a scavenger hunt, outdoor games, storytime with crafts, roving actors playing parts from Alice in Wonderland and face-painting. At this time the plan is to make this an annual event with variations on the theme.

Imagination Celebration

Each spring (generally between mid-April to the last weekend of May), Arts Orange County presents this annual, county-wide family arts festival. Newport Beach Public Library has participated for many years. Up until this past year, the event was planned by the Arts Coordinator, with assistance from the Children's department. Currently the event is coordinated by Library staff (the Programming Librarian and the Children's Department) with plans next year to fold the event into the Making Memories *Bunnies and Books* Festival.

Summer Reading Program

Without a doubt the longest and most involved programming event in the department is the Summer Reading Program (SRP). Planning for the next year actually begins just weeks after the program ends for the summer. SRP takes place over a seven week period that starts the first Saturday after the Newport Mesa Schools let out for the year and ends seven weeks later. This year it ran from Saturday, June 21 through Friday, August 8. The theme this past year was "Paws to Read." In addition to the Children's version of SRP, the program is also offered to teens and adults. Game sheets were distributed to students of the Newport Mesa district during class visits held in early June and passed out throughout the seven weeks of the program. Prizes are awarded for every 100 minutes read. (It should be noted that there is also a Read-to-Me option for babies and toddlers. This had become more and more popular over the years.) After several small prizes are earned, children collect a final prize which is a paperback book and a chance to enter the grand prize drawing. There is only one game sheet per

child but to keep everyone reading, book reviews may be submitted throughout the seven weeks. For every book review completed the child's name goes into a box for a weekly prize drawing. Book reviews were posted at all of the branches and the children really enjoyed finding their entries and showing them to family and friends. Programming for SRP ranged from paid performers to very popular craft programs. In keeping with the theme, and as a way to give back to the community, a pet adoption event was held at Central in cooperation with the City's Animal Control Department and the Orange County Humane Society. This summer over 2500 children and adults attended programs at all locations and well over 3000 children picked up prizes one through four. In Children's meetings held earlier this month we have already begun planning for next year's theme "Music: Read to the Rhythm."

Outreach - First Grade Class Visits

All first graders attending Newport Mesa Public schools that are located in the City of Newport Beach are eligible to visit the library of their choice. The Friends of the Library pay for bus transportation and one paperback book per student. Principals and first grade teachers are notified by mid-September to call or e-mail to set up tours. The visits generally take place in October through February.

We also host Scout troops and other schools. At the end of SRP this summer, over a period of two weeks, Central staff hosted over 240 students and parents from Irvine Montessori schools.

In late May and early June of each school year, members of the Youth Services staff visit the Newport Beach public elementary schools to spread the word about SRP and to distribute the game sheets and flyers. The Teen Volunteer/ YAAC Coordinator makes visits to CDM, Harbor High and Ensign during the same time to distribute free paperbacks (again funded by the Friends of the Library) and tell them about Teen SRP. This year local preschools were also contacted and given SRP materials to share with students.

Booklists

All members of the Youth Services staff are responsible for the creation and updating of booklists that are posted on the Children's website. These lists have proved to be a valuable resource and learning tool for our staff, children and parents. The booklists cover books and other media and are arranged by reading level, genre and universal topics. All of the lists link directly to the online catalog and are updated on an annual basis to assure that they are relevant and accurately reflect the collection and the newest publications available.

Accelerated Reader

Accelerated Reader (AR) is software used by primary and secondary schools for monitoring the practice of reading. The NMUSD uses the system and the Library has made a commitment to support the program by noting AR levels in the online catalog and by labeling a large portion of juvenile print materials at all branches with AR level stickers. This effort has been much appreciated by parents, students and staff.

1,000 Books Before Kindergarten

The goal is to increase the number of library customers who know about school readiness and the importance of early literacy by providing a reading program geared towards young readers.

Families will follow four simple steps to participate in the program. First, register at the library. Second, read books and track progress on the reading log for each book. Third, return to the library each time you've filled out a reading log (100 books) and pick up a prize. Visit the library and pick up a small incentive each time you talk to the librarian about the books you are reading. Fourth and final, repeat the other steps until you reach 1,000 books! When children reach the 1,000 book mark, they will receive a completion certificate and a free book.

There are many positive aspects to a program like this such as:

~School Readiness~ Parents want to prepare their kids for school. By pointing out the positive benefits of reading to small children we help promote this effort. Parents are made more aware of their role in preparing their child for school.

~Early Literacy~ The project promotes early literacy by encouraging parents to read to their children before they start school.

~Large—Attainable Goal~ Children are allowed to ***participate in something big***. 1000 is a large number, but it is still an attainable goal.

~Year-Round Reading~ Summer reading is wonderful, but reading is important all the time not just in the summer, and this allows us to focus especially on our youngest customers.

We have a built-in audience for the program with our current story time participants, but we also plan to share this information with hospitals and clinics, preschools, local newspapers and parenting magazines.

I first heard about the 1,000 Books Before Kindergarten program from some library blogs in late 2013. It was an isolated program that started spreading across the country. After some research I found that this program would be a great fit for the Newport Beach library. Through the Pitch-an-idea program, this idea was presented and funded. Thanks to the Friends of the Library for their support in this exciting new early literacy adventure.

TO: LIBRARY BOARD OF TRUSTEES

FROM: Library Services Department
Dave Curtis, Library Services Manager

PREPARED BY: Dave Curtis, Library Services Manager

TITLE: Website and Social Networking Update

Public libraries are challenged to show value and relevance in their communities. In the morphing roles of libraries, marketing has become pivotal to success. A web presence and social networking can be argued as some of the most cost-effective ways to promote and market a library's offerings.

The Newport Beach Public Library is a rich resource for the Newport Beach community and those that visit the City. Our online, digital resources extend our reach and increase access for all those that have reason to visit us online. Our mobile app gives users another handy way to stay informed while they're on the go.

The following data is an indication of our efforts to leverage powerful tools available to us to communicate with our users, connect with the community and for others to share about us:

<u>Tool</u>	<u>Sept 2013</u>	<u>Currently</u>
<i>Facebook</i>	1076 Likes	1181 Likes
<i>Twitter</i>	334 Followers	443 Followers
<i>Yelp</i>	73 5-Star Ratings	95 5-Star Ratings
<i>Pinterest</i>	25 Followers	166 Followers
<i>Website</i>	Over 1 million page views in this past year	
<i>Mobile App</i>	800 downloads of NBPL Boopsie App in this past year; Nearly 300,000 queries this year	

TO: Board of Library Trustees

FROM: Tim Hetherton

PREPARED BY: Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

TITLE: Update on the Placement of the Okazaki Gift Statue

ABSTRACT:

Sister City Okazaki Japan has offered a statue as a gift to the City of Newport Beach. The Arts Commission has recommended the gift for acceptance by City Council. Both Central Library and Irvine Terrace Park have been recommended by the Arts Commission as a potential sites for the statue, and both the Board of Library Trustees and the Parks, Beaches, and Recreation Commission have agreed to allow the statue to be placed at these sites. The Newport Beach Sisters City Association has requested that the statue be temporarily sited at Central Library in the Bamboo Courtyard, before it is permanently relocated to Irvine Terrace Park.

DISCUSSION:

At the August 14th meeting, the City Arts Commission recommended that the City Council accept the statue of Shogun Ieyasu Tokugawa as a gift from our Sister City in Okazaki, Japan. The Bamboo Courtyard at Central Library was initially suggested as a potential site, but after an inspection of that area and Irvine Terrace Park, Commissioners Smith and Ware determined that Irvine Terrace Park is a more suitable site for the following reasons:

1. The statue would be an aesthetically pleasing complement to the existing lantern sculptures and Japanese black pine trees in the park, which were also gifts from the City of Okazaki. The work is made of granite quarried in Okazaki and stands 150cm tall which includes a base of 55cm, so it is comparable to the existing sculpture in Irvine Terrace Park in regard to scale and material;
2. An effective symmetry can be created by placing the statue in the planter on the left side of the garden facing Seadrift Drive. The statue would be positioned and centered in relation to the other pieces in the area;
3. Irvine Terrace Park has a long history of Sister City involvement and seems to be a logical and apt site for the statue. The late Wendell Fish, one of the founders of the Newport Beach Sister City Association, resided in the Irvine Terrace neighborhood, and a commemorative bench in the area of the garden bears his name.

Since Council Policy I-9 requires the Arts Commission to confer with other Boards and Commissions that may be impacted by the acceptance of the gift, the Arts Commission sought the approval of the Board of Library Trustees at their August 18th meeting and the Parks, Beaches, and Recreation Commission at their meeting on September 2nd. Both, the Board of Library Trustees and Parks, Beaches, and Recreation Commission approved placing the statue at their respective locations.

Mrs. Connie Skibba of the Sister Cities Association has requested that the statue be temporarily located in the Bamboo Courtyard at Central Library. The Sister Cities Association will be hosting 32 dignitaries from the City of Okazaki on Tuesday, October 14th. The Okazaki contingent will formally donate the statue to the City of Newport Beach, and a ceremony will be held at the Central Library, honoring the 30th anniversary of Newport Beach's relationship with Okazaki. Temporarily placing the statue in the Bamboo Courtyard enables the Sister Cities Association to make use of the Friends Room and Bamboo Courtyard, the parking at Central Library, and the close proximity to the Civic Center and Library, which will feature prominently in the day's activities. A Photoshop rendering of the statue in the Bamboo Courtyard is attached. The statue will ultimately be relocated to Irvine Terrace Park at a time to be determined.

The item has been submitted for approval by City Council at their Tuesday, September 23rd meeting.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).



TO: Board of Library Trustees

FROM: Library Services Department
Dave Curtis, Library Services Manager

PREPARED BY: Dave Curtis

TITLE: Proposed Library Use Policy

ABSTRACT:

Periodically, the Library's Use Policy needs to be amended/updated. Staff and customers will benefit from the proposed modifications and additions to the current Library Use Policy. Staff will have a better tool to help ensure a safe and enjoyable environment, and customers will have an improved experience generally. Additionally, customers most directly affected by the policy will have more equitable access and recourse.

RECOMMENDATION:

Staff recommends that the Board of Library Trustees adopt the proposed Library Use Policy. Prominent changes include:

- Customer behavior expectations to include the premises and not just "inside Library".
- Customers will no longer be banned indefinitely, but rather incur NBPL privilege suspensions with escalating durations for repeated violations.
- Suspended customers will be able to appeal a suspension.

FUNDING REQUIREMENTS:

No funding requirement.

DISCUSSION:

The Newport Beach Public Library Use Policy supports the Library's priority to preserve and promote universal access to a broad range of resources and experiences in a safe and welcoming environment. The Use Policy sets expectations for public behavior that supports equitable access to library services and defines consequences for violations and the appeals process.

As part of the Library's ongoing review of policies to improve library service and address issues, amendments to the Use Policy are proposed. The needs of the Policy and the resulting amendments have been thoroughly vetted with the City Attorney's Office.

The Use Policy modifications include both sweeping changes and more minor wording edits that help to clarify the expectations for the public.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

NEWPORT BEACH PUBLIC LIBRARY USE POLICY

The Newport Beach Public Library, consisting of the interior and exterior premises of the Central Library, the Mariners Branch, the Balboa Branch, and the Corona Del Mar Branch (collectively, "NBPL" or individually, "Library"), is open to all members of the general public without restriction. Customers may remain in the Library during posted business hours to use the services and resources provided they conduct themselves in a lawful, orderly and considerate manner. Customers who engage in any of the designated "**prohibited activities**" listed in this policy will be asked to stop such actions, may be asked to leave the Library and may be subject to a suspension of Library privileges.

A. Prohibited Activities

1. Smoking in the Library or within twenty feet (20') of all entrances;
2. Sleeping;
3. Occupying furniture in a manner that suggests lounging, as evidenced by lying down on the furniture, or propping feet on chairs, sofas, or tables;
4. Occupying more than one space during peak times of library use;
5. Eating or drinking food or beverages in areas where eating and drinking are prohibited;
6. Entering Library without being clothed, including, but not limited to, shirt and shoes;
7. Wearing cleats, skates, rollerblades or other items that could damage Library property;
8. Using electronic devices or other personal equipment that is disruptive to others including devices (with or without headphones) set at a volume that is audible to others;
9. Interfering with other customers' use of the Library or staff's ability to perform their duties (e.g., making loud noises, etc.);
10. Soliciting or collecting funds (except for staff's collection of overdue fines, fees, proceeds of book sales, rentals, and library donations);
11. Bringing animals into the Library, except service animals as specified and in compliance with the Americans with Disabilities Act ;
12. Leaving a child unattended (see Children in the Library Policy);
13. Using restrooms for other than intended purposes;

14. Bringing any containers, packages, briefcases, parcels, or bundles into the Library which singly or collectively exceed 24"x18"x6". All items brought into the Library are subject to inspection;
15. Bringing shopping carts or wheeled conveyances into the Library, with the exception of wheelchairs and baby strollers/carriages used for the actual transport of a person or wheeled backpacks and book carriers not exceeding 24"x15"x12" (excluding handles);
16. Bringing sleeping bags, bed-rolls, or blankets into the Library (blankets for small children are acceptable);
17. Parking a bicycle or wheeled conveyance in any area other than at a designated bicycle rack;
18. Lack of personal hygiene or use of perfume or fragrance producing odors that interfere with other customers' use of Library facilities or interfere with staff's ability to perform their duties;
19. Any physical interference with customers or staff;
20. Any illegal activity;
21. Any threatening or abusive language or gestures directed toward customers or staff;
22. Engaging in or soliciting any sexual act;
23. Damaging, destroying, or theft of Library property;
24. Failure to comply with any warning or request to change or stop conduct; and
25. Using the NBPL in violation of a suspension assigned under this policy.

B. Enforcement of Prohibited Activities

1. **1st Violation.** Staff will ask customer to stop violating actions and may instruct the customer to leave the Library for the day, depending on severity of violation.
2. **2nd Violation.** Staff will address the customer to correct behavior and may instruct the person to leave the Library for the day. Staff may advise the customer that their continued misconduct may result in the suspension of their Library privileges for thirty (30) calendar days.
3. **3rd Violation.** The Library Services Manager, or his/her designee, may: (i) instruct the customer to leave the Library for the day; and (ii) issue a suspension of Library privileges (at all NBPL locations) for thirty (30) calendar days.

4. **4th Violation.** The Library Services Manager, or his/her designee, may: (i) instruct the customer to leave the Library for the day; and (ii) issue a suspension of Library privileges (at all NBPL locations) for up to one (1) year.
- C. **Notice.** All suspensions will be accompanied by a written notice and a copy of this policy, notifying the customer of his or her specific violation of this policy and the suspension length.
- D. **Appeal Procedures for Privilege Suspension**
 1. **Filing an Appeal.** An appeal may be filed with the Library Director or his/her designee within five (5) calendar days following the date a suspension was issued.
 2. **Scheduling Appeal.** The Library Director or his/her designee shall schedule a date within ten (10) calendar days, or such other time as is mutually agreeable to the parties to hear the appeal.
 3. **Notice.** The Library Director or his/her designee shall provide notice to the customer appealing the suspension of the time, place and date of the appeal meeting.
 4. **Conduct.** The appeal meeting will provide the suspended customer an opportunity to speak with the Library Director or his/her designee and provide a written and/or verbal response as to why the suspension should not be enforced. On review, the Library Director or his/her designee may sustain, reverse, or modify the decision of the Library Services Manager or his/her designee. The Library Director or his/her designee shall decide the appeal within five (5) calendar days of the close of the appeal meeting. The Library Director or his/her designee shall provide notice of his/her decision to the customer.
 5. **Appeal to Board of Library Trustees.** The customer may appeal the Library Director or his/her designee's decision to the Board of Library Trustees within five (5) calendar days of the Library Director's or his/her designee's decision. The Board of Library Trustees shall consider the appeal at a regular or special meeting. The Library Director or his/her designee shall provide the customer appealing a suspension with notice of the time, place and date of the scheduled Board of Library Trustees' meeting at least five (5) calendar days prior to the date of meeting. At the meeting the customer, staff and any other affected party may submit verbal and/or written testimony regarding why the suspension should or should not be enforced. On review, the Board of Library Trustees may sustain, reverse, or modify the decision of the Library Director or his/her designee. The Board of Library Trustees shall decide the appeal at the conclusion of the meeting, or may take additional time if necessary. The Library Director or his/her designee shall provide notice of the Board of Library Trustees' decision to the customer. The decision of the Board of Library Trustees is final.

6. **Effective Date of Privilege Suspension.** A suspension of NBPL privileges shall take effect immediately and shall remain in effect unless modified or reversed by the Library Director or his/her designee or the Board of Library Trustees, as applicable.

E. Suspension Violations

Any additional violation(s) of this policy by a customer currently serving a suspension of thirty (30) calendar days or more shall automatically result in an additional one (1) year suspension.

NBPL Use Policy: USE OF THE NEWPORT BEACH PUBLIC LIBRARY

The Newport Beach Public Library is open to all members of the general public without restriction. Customers may remain in the library during posted business hours to use the services, material or facilities for reading, studying or obtaining information. However, customers may be directed to leave the library with or without advance warning, when their behavior disrupts other customers or staff, or is inconsistent with library purposes.

A. The following behavior will invite a reminder from staff that such conduct is prohibited in the library. Customers who continue to engage in these activities will be asked to leave the facility:

1. Smoking;
2. Sleeping;
3. Occupying furniture in a manner that suggests lounging, as evidenced by lying down on the furniture, or propping feet on chairs, sofas, or tables;
4. Occupying more than one space during peak times of library use;
5. Eating or drinking food or beverages in such a manner that customers or staff are made uncomfortable.
6. Not wearing shoes;
7. Wearing cleats, skates, rollerblades or other items that could damage the facility;
8. Creating an unreasonably loud noise such as loud talking or banging on furniture;
9. Using audible devices without headphones or with headphones set at a volume that disturbs others;
10. Using cell phones, pagers, and other communication devices in a manner that disturbs others. Audible cell phone and pager ringers must be turned off;
11. Interfering with other customers' use of library facilities or staff's ability to perform their duties;
12. Soliciting or collecting funds (except for staff's collection of overdue fines, fees, proceeds of book sales, rentals, and library donations);
13. Bringing animals into the facility except service animals such as guide dogs;
14. Failure to use library computers or other information resources in the manner directed, e.g., use of computers over the time limit when others are waiting; refusal to provide access to limited reference materials when others are waiting;
15. Bringing any containers, packages, briefcases, parcels, or bundles into the library which singly or collectively exceed 24"x18"x6". All items are subject to inspection;
16. Bringing shopping carts or wheeled conveyances into the building, with the exception of wheelchairs and baby strollers/carriages used for the actual transport of a person or child or wheeled backpacks and book carriers not exceeding 24"x15"x12" (excluding handles);
17. Bringing sleeping bags, bed-rolls, or blankets into the building (blankets for small children are acceptable); and
18. Parking a bicycle, wheeled conveyance, shopping carts or other wheeled cart in any area other than at a designated bicycle rack.

B. The following behavior is illustrative of conduct which will warrant an immediate order to leave the facility:

1. Any physical interference with customers or staff;
2. Any illegal activity;
3. Any threatening or abusive language or gesture directed towards customers or staff;
4. The lack of personal hygiene or use of perfume or fragrance which produces odors that interfere with other customers' use of library facilities or materials or interfere with staff's ability to perform their duties; and
5. The failure to comply with any warning or request to change or stop conduct.

Final Approval by the Board of Library Trustees - February 6, 2012.

Adopted - January 24, 1994

Amended – August 16, 2005

Amended - February 24, 1997

Amended – October 18, 2005

Reassigned – April 8, 2003

Amended – October 10, 2006

Amended – August 17, 2004

Amended – July 10, 2012

Amended – May 17, 2005

Formerly I-15

~~NBPL Use Policy: USE OF THE~~ NEWPORT BEACH PUBLIC LIBRARY USE POLICY

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~~1. Smoking;~~

2. Sleeping;

3. 2. Occupying furniture in a manner that suggests lounging, as evidenced by lying down on the furniture, or propping feet on chairs, sofas, or tables;

4. 4. Occupying more than one space during peak times of library use;

5. 5. Eating or drinking food or beverages in areas where eating and drinking such a manner that customers or staff are prohibited; made uncomfortable;

6. Entering Library without being clothed, including, but not limited to, shirt and shoes;

~~6. Not wearing shoes;~~

7. 7. Wearing cleats, skates, rollerblades or other items that could damage Library property; the facility;

~~8. Creating an unreasonably loud noise such as loud talking or banging on furniture;~~

8. 9. Using electronic audible devices or other personal equipment that is disruptive to others including devices (with or without headphones) or with headphones set at a volume that is audible to disturbs others;

~~10. Using cell phones, pagers, and other communication devices in a manner that disturbs others. Audible cell phone and pager ringers must be turned off;~~

9. 11. Interfering with other customers' use of the Library/library facilities or staff's ability to perform their duties (e.g., making loud noises, etc.);

10. 12. Soliciting or collecting funds (except for staff's collection of overdue fines, fees, proceeds of book sales, rentals, and library donations);

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12. Leaving a child unattended (see Children in the Library Policy);

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Lack

~~8. The following behavior is illustrative of conduct which will warrant an immediate order to leave the facility:~~

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~~2. Any illegal activity;~~

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~~19. 5. The failure~~ Any physical interference with customers or staff;

20. Any illegal activity;

21. Any threatening or abusive language or gestures directed toward customers or staff;

22. Engaging in or soliciting any sexual act;

23. Damaging, destroying, or theft of Library property;

24. Failure to comply with any warning or request to change or stop conduct; and conduct.

25. Using the NBPL in violation of a suspension assigned under this policy.

B. Enforcement of Prohibited Activities

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Notice. All suspensions will be accompanied

C. Final Approval by a written notice and a copy of this policy, notifying the customer of his or her specific violation of this policy and the suspension length.

D. Appeal Procedures for Privilege Suspension

1. **Filing an Appeal.** An appeal may be filed with the Library Director or his/her designee within five (5) calendar days following the date a suspension was issued.
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- 4.5. **Appeal to the Board of Library Trustees.** The customer may appeal the Library Director or his/her designee's decision to the Board of Library Trustees within five (5) calendar days of the Library Director's or his/her designee's decision. The Board of Library Trustees shall consider the appeal at a regular or special meeting. The Library Director or his/her designee shall provide the customer appealing a suspension with notice of the time, place and date of the scheduled Board of Library Trustees' meeting at least five (5) calendar days prior to the date of meeting. At the meeting the customer, staff and any other affected party may submit verbal and/or written testimony regarding why the suspension should or should not be enforced. On review, the Board of Library Trustees may sustain, reverse, or modify the decision of the Library Director or his/her designee. The Board of Library Trustees shall decide the appeal at the conclusion of the meeting, or may take additional time if necessary. The Library Director or his/her designee shall provide notice of the Board of Library Trustees' decision to the customer. The decision of the Board of Library Trustees is final.—February 6, 2012.

6. Effective Date of Privilege Suspension. A suspension of NBPL privileges shall take effect immediately and shall remain in effect unless modified or reversed by the Library Director or his/her designee or the Board of Library Trustees, as applicable.

E. Suspension Violations

Any additional violation(s) of this policy by a customer currently serving a suspension of thirty (30) calendar days or more shall automatically result in an additional one (1) year suspension.

~~Adopted—January 24, 1994~~
~~Amended—February 24, 1997~~
~~Reassigned—April 8, 2003~~
~~Amended—August 17, 2004~~
~~Amended—May 17, 2005~~
~~Amended—August 16, 2005~~
~~Amended—October 18, 2005~~
~~Amended—October 10, 2006~~
~~Amended—July 10, 2012~~
~~Formerly 15~~

TO: LIBRARY BOARD OF TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Melissa Kelly, Library Support Services

TITLE: Library Circulation Policy Changes

The Library has several different types of materials that are loaned to customers. Each of these material types has a specified loan period. During a recent review of the policy the Library Administrative staff realized that the myriad of loan periods can be confusing for a customer when they are checking out items of various formats. In order to enhance the customer's experience and simplify the circulation process we are recommending changes to the Circulation Policy section 3.0 increasing the loan period for periodicals, new adult books, compact discs and eReaders to 21 days. These changes would coincide with the loan period for the majority of the collection. If this change is approved, library materials would have a due date of 1 day, 1 week or 3 weeks, with a few exceptions.

One important exception to this change in loan period is the circulation of eBooks. These items will continue to circulate for 14 days. A portion of our eBook collection is purchase from Overdrive through a consortium of Libraries. This allows us to purchase titles at a lower price. The loan period on titles purchased through the consortium must all have the same loan period and by vote of the members the decision was made to keep the loan period 14 days, therefore, we will continue to limit the circulation of all of our eBooks to 14 days.

Attached: Circulation Policy with changes

Circulation Policy

1.0 Library Customer Cards.

Individual Library customer cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card. Guest cards will not be issued to anyone under the age of 18.

1.01 Under the State Universal Borrowing Agreement, individual library customer cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" library card with no material borrowing privileges may be issued to persons who wish to use the library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Rental items - High demand fiction books, non-fiction books, and DVDs available for a rental fee.

2.07 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.08 DVDs - Circulating and rental films: feature, documentary, and instructional.

2.09 iPod Audio Books – Audio books pre-loaded on an iPod audio player and circulated with some of the Book Club in a Bag items.

2.10 Video games - Circulating games requiring a dedicated console with a video interface.

2.11 eBooks - Circulating electronic version of a printed book that may be read on a personal computer or hand-held device designed specifically for this purpose.

2.12 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.13 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.14 Interlibrary Loan (abbreviated ILL) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.15 Laptops and iPads – Circulating computers that may be used in the Library.

2.16 eReader – Circulating eReaders, such as a NOOK, preloaded with Library book titles.

2.17 Book Club in a Bag – Circulating zippered bag that contains 10 paperback copies of a book for use by a group. Some of the kits also include an iPod loaded with an audio edition of the titled book.

3.0 Loan Periods

Loan periods and renewals for materials vary as stated below.

3.01 Reference materials, including the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for two additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is ~~14~~ 21 days- ~~Periodicals may not be renewed, and may be renewed for two additional 21-day periods.~~

3.05 The loan period for New adult books is ~~14~~ 21 days and may be renewed for two additional ~~14~~ 21-day periods if the item has not been reserved.

3.06 The loan period for rental books is 7 days and may not be renewed. The loan period for a rental DVD is 1 day and may not be renewed.

3.07 The loan period for compact discs is ~~7~~ 21 days and may be renewed for two additional ~~7~~ 21-day periods if the item has not been reserved.

3.08 The loan period for Non-rental DVDs is 7 days and may be renewed for two additional 7-day periods if the item has not been reserved.

3.09 The loan period for iPads is 2 hours and may be renewed for two additional 2-hour periods. These devices are for use within the Library building only. See the LAPTOP/iPAD borrowing policy for more details.

3.10 The loan period for Video games is 7 days and may not be renewed.

3.11 The loan period for eBooks is 14 days and may not be renewed.

3.12 The loan period for Laptops is 1 hour and may be renewed for 20 minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP/iPAD borrowing policy for more details.

3.13 Loans of certain materials are made to teachers for classroom use and to the homebound, with loan period of 4 weeks.

3.14 The loan period for ILL items is determined by the lending library.

3.15 The loan period for an eReader is ~~14~~ 21 days and may be renewed for 2 additional ~~14~~ 21-day periods if the item has not been reserved.

3.16 The loan period for a Book Club in a Bag is 42 days (6 weeks) and is renewable for 2 additional 42-day periods if the item has not been reserved.

4.0 Fines and Fees

Library customers are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library customers are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to customers registered in the homebound program.

5.0 Library Privileges

The Library reserves the right to refuse borrowing privileges to customers who abuse library privileges. Such customers may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A customer whose record shows unpaid fines and fees in excess of \$5.00.

5.02 A customer who has ten overdue items outstanding.

5.03 A customer who has moved without notifying the library of the current correct address.

6.0 Placing of Reserves.

Library customers are permitted to place reserves on general materials and non-rental books, New books, Compact Discs, eBooks, and non-rental DVDs in the collection. Reserves may also be placed for materials which are "on order".

7.0 Confidentiality of Customer Records.

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.

(c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.
- (2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

California Government Code § 6267

(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)

Library employees must refer all court-ordered requests to the Library Services Director.

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the DVD and book rental collections. These fees are established by the Board of Library Trustees, and reviewed on a biennial basis.

8.02 Customers must be 18 years of age or older to checkout DVDs.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs - \$1.00 per day
- Rental Books - \$1.00 for 1 week

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum
- DVDs(non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Rental Books - \$0.25/day to Maximum
- Video games and eReader - \$1.00/day to Maximum
- Laptop and iPad - \$5.00/hour
- Book Group in a Bag - \$0.25/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Rental Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs - \$20.00
- CDs - \$10.00
- Video games and eReaders- \$20.00
- Laptops - \$1,200.00
- iPads - \$400.00
- Book Group in a Bag - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks - \$ 5.00
- DVDs - \$25.00
- CDs - \$20.00
- Video games - \$50.00
- Laptops and/or peripherals- \$1,200.00

- iPad and/or peripherals - \$400.00
- eReader and/or peripherals - \$120.00
- Book Group in a Bag - \$100.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs , Video Games and eReaders - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

This policy is subject to review and change as authorized by the Board of Library Trustees.

Approved January 19, 1988

Amended February 16, 1988

Amended July 19, 1988

Amended Nov. 21, 1989 - Effective January 2, 1990

Amended March 19, 1991 - Effective July 1, 1991

Amended August 13, 1992 - Effective October 1, 1992

Amended April 20, 1993 - Effective July 1, 1993

Amended August 17, 1993 - Effective September 1, 1993

Amended November 2, 1993 - Effective January 1, 1994

Section 9.04 - Effective July 1, 1995

Amended November 21, 1994 - Effective January 1, 1995

Amended August 15, 1995 - Effective October 1, 1995

Amended September 19, 1995 - Effective October 1, 1995

Amended August 19, 1997 - Effective October 1, 1997

Amended November 17, 1998 - Effective January 1, 1999

Amended December 19, 2000 - Effective January 1, 2001

Section 6.02 (reevaluate September 2001)

Amended March 20, 2001 - Effective April 1, 2001

Amended July 20, 2004 - Effective September 30, 2004

Amended June 20, 2006 - Effective June 21, 2006

Amended October 17, 2006 - Effective October 18, 2006

Amended March 16, 2010 - Effective May 15, 2010

Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011

Final Approval by the Board of Library Trustees on February 6, 2012

Amended and Approved by the Board of Library Trustees on September 4, 2013

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton

TITLE: Corona del Mar Branch update

DISCUSSION:

In June 2014, Newport Beach Public Works department asked 10 architectural firms to submit Requests for Qualifications for the design of the joint-use CDM Branch Library/Fire Station. Five firms ultimately submitted RFQs for review in July 2014. After the initial round of evaluations, two firms, WLC Architects and STK Architects, were asked to make presentations to Newport Beach Fire Chief Scott Poster, Deputy Public Works Director/City Engineer Mark Vukojevic, Principal Civil Engineer Fong Tse, and myself. Staff is currently vetting both of the proposals. The winning proposal will be recommended to City Council for approval, most likely at the October 14 meeting.

Some background on the finalists:

WLC Architects have wide experience with both fire station projects and public libraries. Recent library projects completed by WLC include:

- Haskett Public Library, City of Anaheim
- Big Bear Branch Library, County of San Bernardino
- Buena Vista Library, City of Burbank
- Central City Library, City of San Bernardino
- Victoria Gardens Library, City of Rancho Cucamonga
- Hemet Public Library
- Murrieta Library
- Palos Verdes Library
- Perris Library
- Westlake Village Library
- Redondo Beach Library Expansion
- Laguna Woods Library Assessment
- Joint-Use Library, P.W. Johansen High School, Modesto City School District, Modesto, California
- Main Library, East Valley High School, Los Angeles
- Main Library, El Cerrito High School, El Cerrito, CA
- Robbie Waters Pocket-Greenhaven Library, City of Sacramento

WLC has expressed a commitment to client input and public engagement.

STK Architects placed an emphasis on keeping clients informed and meeting with stakeholders. They made a good point about seeking a general estimate of the community's space needs based on the library's underlying service goals.

Recent library projects completed by STK include:

Crestline Public Library, San Bernardino County
City of Highland Public Library, San Bernardino County
Moreno Valley Public Library
Baker Family Learning Center, San Bernardino County
Sam J. Racadio Library & Environmental Learning Center, San Bernardino County
Home Gardens Library, Riverside County Library System

SURVEY RESULTS:

There have been 24 responses so far to the Mind Mixer survey available online at www.connectnewportbeach.com. Here are the results:

Question 1

What do you like best about the Corona Del Mar Branch?

- 1. Friendly Staff
- 2. Internet + Printer
- 3. DVD Rental
- 4. Intimacy (quiet, easy in/out, etc.)
- Convenience of a local branch and the extremely friendly staff
- Friday morning children's program. Ability to walk to this branch. Friendly, helpful staff. Proximity to post office and PCH.
- I don't use it.
- I like that it is small, fast to get in and out of, and run by the same, few, nice women that have been there for years.
- Intimate and cozy
- It is not needed.
- It is quiet and clean. No one brings children there and makes them cry. I never have seen a dog in the library. There is always plenty of space.
- It is walking distance to my house. The staff is fabulous, order items from other branches, notifying me when items arrive by email. Got me registered to vote at my new address. They are warm and welcoming and very helpful!
- Its closeness to PCH and old style coziness
- It's small and convenient to all of CDM, and the library personnel.
- It's small and quaint. It's part of the history of Corona Del Mar. I grew up going here as a child. Don't change it!
- Professionalism and library skills which serve this smaller neighborhood community as well or better than the less personal city hall central library.
- Storytime by Ms. Janice
- That neighborhood location with its grass and tree lined street.
- The convenience of a local, easy to reach resource that suits the needs of the community.

- The cozy "neighborhood" feel and friendly staff.
- The cozy atmosphere. I feel like I am in an extremely comfortable living room!
- The friendly librarians (Ms. Janice), small community feel, children's programs (story times, special children's events & Legos/craft days)
- The staff is incredible! They know my family members by name and are always very willing to help us in any way possible. They know what books I like and always have fantastic recommendations for me. Janice and Heidi are both amazing people and hard workers to make our library the best place to be. My 7-year-old feels like this library is her second home because of the librarians, the crafts and shows/activities.
- The story time (especially on Friday) is the best within all the Newport libraries. Hopefully the librarian that leads it will lead other filler sessions at Central library while this branch is closed. We also like the smallness of the library. The librarians are friendly, feel close to their patrons and are very welcoming. The children's section is a great size for young children. They have toys and books to play with without it becoming overwhelming.
- This is where we have 100 for story time. Half are little children in strollers and half are Mexican nanas who we are teaching English. Also, the staff knows everyone who comes in the door. I had to find this library when I moved here many years ago before the grocery store. My then 6 year old read 25 books a week and the library was our home!
- warm librarians and accessible by walking don't use the branch much now because of limited hours

Question 2

What do you like least about the Corona Del Mar Branch?

- 1. Dated Decor
- 2. Wasted Space in front lawn (lawn anyway - not eco friendly)
- 3. Internet is only accessible during library hours (I should be able to sit on a bench outside and use Internet)
- As an adult, when I need a book, I go to Central library. That is "Mommy's library" while the CDM branch is "the girls' library".
- Children's area small for number of children/adults Friday mornings. Facility is outdated. More computers needed for children and adults.
- I like everything about it. It is a valuable asset to the neighborhood of Corona del Mar.
- I think with the large, beautiful library on Avocado that having an additional one a few blocks away is a waste of space & money.
- It is a little dated. It needs air conditioning.
- It's small
- No A/C, smaller selection of books, old facilities
- no outdoor space like the Central Library
- Not any private reading space -- the room is too open.
- Not open on Mondays.
- Not updated bathroom
- Nothing, I like it fine the way it is.
- Older facility
- Short hours of operation

- Small.
- That it is closed on Sundays and Mondays.
- The bathrooms are cleaned with some type of industrial cleaner that has an awful smell. The bathrooms need to be updated as well. Also, the library needs air conditioning!
- The librarians were aggressive.
- The old tired look and feel. The tall shelving in the children's room
- There is no reason to have a branch in CDM when the new Central Library is so close. Close it, and don't replace.
- Too stuffy--better air circulation is necessary
- Wish, like all branches, had more classical music CDs and DVDs, etc.
- Would like the branch to have greater computer resources including Apple-based (iOS) platforms. A meeting room area for discussion or tutoring sessions would be useful.

Question 3

How often do you use the branch?

- | | |
|-------------------------|------------|
| • regularly | • 13 votes |
| • every once in a while | • 10 votes |
| • never | • 1 vote |

Question 4

What services, programs, and collections would you like to see for children?

- none
- Not applicable for me.
- Perhaps grandparents reading to kids?
- Picture books, easy readers and fiction. Leave the research/school project materials at the Central Library.
- Pretty much exactly as is: weekly story times, once a month craft afternoons, Legos and special events--such as animals shows/music shows/magicians, etc.
- Reading sessions and points-of-view challenges to stimulate critical thinking.
- Story hour
- Story time, good selection of books.
- The CDM branch story time program is outstanding. Please continue it.
- Children's books
- Continue story time with music playing at the same time. Some music programs there for kids because music and books go together.
- I do not have kids.
- I like the story time and special events for children.
- I really don't want it to change at all. I love it the way it is now.
- I think the larger library on Avocado has plenty of programs for children & adults. If NB closed the CDM

library we could shift those funds to the larger library

- It's great to see all the Children's activity in the branch! The staff there does a good job and programs are very well attended.
- Keep up the songs & story time. The girls love the yoga part too. And regular reading programs are great too. Maybe add holiday ones?
- Larger area for story time. Ms. Janice has an incredible program. Her story time unites the community and children. On Fridays, it's a struggle to find any room for the children to move around. I hope the remodel will allow for a larger space for Ms. Janice.
- larger collection of books. No need for more computers as this is a library. My daughter loves the coloring/ crafts to do.
- more activities for older children

Question 6

What special amenities would you like to see in the branch?

- 1. Openness to the outdoors/outdoor seating (use Hawaii doors for access) 2. Beverages (since this isn't a research library where books are often out, I should be able to bring in my Bruegger's cup or even better get a simple coffee or fountain soda in house) 3. More Comfortable Seating 4. Cheaper Printing
- A second floor with a community room.
- Again, I would like to see this branch close. If the fire department needs the space I think the city should allow them to use it. Having 2 libraries so close together is a complete waste of taxpayer dollars!
- Air conditioning, please.
- An online piano for piano practice.
- book group
- Coffee Bar
- Comfortable chairs for reading.
- Comfortable chairs, soft lighting and good air circulation. Please don't "over-tech" this branch.
- Fine the way it is.
- Ground floor facility with perhaps a second story for a small auditorium for music programs or book reviews or parties. Bigger space than what is now proposed.
- I am most pleased with this facility for library resources and am accepting of improvements for keeping the facility present at its location for the community.
- Keep up the kids activities. They are the best.
- Love the branch as it is.
- more computers, reading programs
- none
- Not sure what is meant by special amenities
- Outside area for reading and using wifi.
- Same as above.
- Updated bathroom.
- Updated restrooms, community meeting room

- Would like the branch to have greater computer resources including Apple-based (iOS) platforms. A meeting room area for discussion or tutoring sessions would be useful.

Staff will disseminate the survey again through our Constant Contact email blasts.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).